

Credit World Index - Volume 86

September/October 1997 - July/August 1998

Credit World is the official publication of the International Credit Association, 243 N. Lindbergh Blvd., P.O. Box 419057, St. Louis, MO 64141-1757. It is published six times per year. Reprints of individual articles or entire magazines are available by calling the *Credit World* editorial office.

INDEX BY SUBJECT

Banking

- Web-Based Banking: Creating A Technology Road Map*; Jeremy Galbreath; May/June 1998, p. 24.
Possibility of Merger Raises Host of Questions; Fred C. Dent, Jr.; July/August 1998, p. 14.

Bankruptcy

- The Mounting Casualties From Bankruptcy*; Andrea Stowers and Steve Holiga; September/October 1997, p. 9.
Disturbing Trends in Bankruptcy; Andrea Stowers and Steve Holiga; November/December 1997, p. 9.
The Road Ahead in Bankruptcy: Results of the National Bankruptcy Review Commission Report; Robert F. Mitsch, Esq.; January/February 1998, p. 7.
A Degree of Hope; Andrea Stowers; May/June 1998, p. 11.

Collections

- Advances in Call Center Automation Increase Collections Productivity*; Linda Ray; July/August 1998, p. 32.

Consumer Advocacy

- Home Ownership: A Family and Community Stabilizer*; William A. Ross, Sr.; March/April 1998, p. 18.
Credit Scoring: A Consumer Education Perspective; Colleen P. Tressler; July/August 1998, p. 29.
Education as the Key to Debt Management; Mary K. Dillman and Richard A. Dillman; September/October 1997, p. 26.
A Record Year for SBA; Aida Alvarez; January/February 1998, p. 31.

Credit Education

- Credit Scoring: A Consumer Education Perspective*; Colleen P. Tressler; July/August 1998, p. 29.
A High Wire Act: Balancing Student Loan and Credit Card Debt; Alan D. Blair; November/December 1997, p. 15.

- Today's College Students: Responsible, Self-Reliant, Realistic*; Charlotte Newton; March/April 1998, p. 16.

Credit Granting

- It's Got to Stop: Retailers Protest Debit Card Tying*; Ralph E. Spurgin, MCE; May/June 1998, p. 17.

Credit Scoring

- Time for a Check-Up of Your Credit Scoring System*; Carol Dietrichs; September/October 1997, p. 19.
Credit Scoring: A Consumer Education Perspective; Colleen P. Tressler; July/August 1998, p. 29.

Fraud

- Solving Bank Card Fraud—From Detection to Restitution*; Jill Richardson; January/February 1998, p. 15.
Identity Theft: Yet Another Issue Fueling the Privacy Debate; Jose Hermocillo; March/April 1998, p. 24.

Human Resources

- Shortages, Technology and Explosive Growth Drive Demand for Jobs in Consumer Credit*; Kathryn Trott and Susan Allard; November/December 1997, p. 31.

Insurance/Underwriting

- Medical Savings Accounts: Counting on (and Counting up) the Benefits*; Tenna Merchant and Manda Rusk; March/April 1998, p. 13.
Credit Bureau Information in Insurance Underwriting; Lamont D. Boyd, CPCU, AIM, and Peter L. McCorkell, Esq.; March/April 1998, p. 7.
Possibility of Merger Raises Host of Questions; Fred C. Dent, Jr.; July/August 1998, p. 14.

International

- Conducting Business Abroad: A Passport to Collections Success*; Ronald Klausner; November/December 1997, p. 18.
The European Capital Adequacy

- Directive: The Sprit and the Letter*; Andrew Green; January/February 1998, p. 20.

- U.S. Businesses Hampered by Foreign Court Systems When Pursuing Overseas Debtors*; Ronald D. Klausner; March/April 1998, p. 11.

Litigative/Legislative

- Texas Voters Open a New Market for Home Equity Lending*; Rex E. Rudy; March/April 1998, p. 10.
U.S. Businesses Hampered by Foreign Court Systems When Pursuing Overseas Debtors; Ronald D. Klausner; March/April 1998, p. 11.
Fair Credit Reporting Act Creates New Duties For Employers; Anne P. Fortney and Mallory B. Duncan; May/June 1998, p. 7.
Solving the Mystery of Probate Recovery; Scott S. Weltman; July/August 1998, p. 10.

Management

- The Aftermath of Corporate Re-Engineering*; Michael D. Zinn; November/December 1997, p. 35.
Keys to an Effective Audit Committee; Eugene M. Katz; March/April 1998, p. 21.
A View to the Past, a Vision to the Future; Ted L. Spurlock, MCE; July/August 1998, p. 24.

Marketing

- From List Fatigue to Relationship Marketing*; Daniel Snyder; November/December 1997, p. 27.
Payment Card Acceptance in Non-Traditional Industries; Gregory Holmes; November/December 1997, p. 21.
The Six Steps of Convergent Marketing: Putting Customers at the Center of Business Decisions; Tery Larrew; January/February 1998, p. 18.
Distribution in the Information Age; Tony Pallante; July/August 1998, p. 19.

Privacy

Why is Privacy Different in 1998?; Martin E. Abrams; March/April 1998, p. 28.

Financial Web Sites Lack Privacy Notice and Choice; Alan F. Westin; January/February 1998, p. 10.

Risk Management

Timing is Critical to Good Risk Management; William C. Fischer, CCCE and Jane Snyder; May/June 1998, p. 22.

Technology

Teleservices Helps Credit Card Issuers "Cut through the Clutter"; Jeff Squires and Hayley Weinper; September/October 1997, p. 15.

Financial Web Sites Lack Privacy Notice and Choice; Alan F. Westin; January/February 1998, p. 10.

Web-Based Banking: Creating A Technology Road Map; Jeremy Galbreath; May/June 1998, p. 24.

A Countdown to the Age of Secure Electronic Commerce; Alan David Glass; May/June 1998, p. 29.

Distribution in the Information Age; Tony Pallante; July/August 1998, p. 19.

Utilities

In Telecom, Where's the Bad Debt?; Jim Marsh; January/February 1998, p. 12.

INDEX BY AUTHOR

Abrams, Martin E.; *Why is Privacy Different in 1998?*; March/April 1998, p. 28.

Alvarez, Aida; *A Record Year for SBA*; January/February 1998, p. 31.

Blair, Alan D.; *A High Wire Act: Balancing Student Loan and Credit Card Debt*; November/December 1997, p. 15.

Boyd, Lamont D., CPCU, AIM, and Peter L. McCorkell, Esq.; *Credit Bureau Information in Insurance Underwriting*; March/April 1998, p. 7.

Dent, Fred C. Jr.; *Possibility of Merger Raises Host of Questions*; July/August 1998, p. 14.

Dietrichs, Carol; *Time for a Check-Up of Your Credit Scoring System*; September/October 1997, p. 19.

Dillman, Mary K. and Richard A. Dillman; *Education as the Key to Debt Management*; September/October 1997, p. 26.

Fischer, William C., CCCE and Jane Snyder; *Timing is Critical to Good Risk Management*; May/June 1998, p. 22.

Fortney, Anne P. and Mallory B. Duncan; *Fair Credit Reporting Act Creates New Duties For Employers*; May/June 1998, p. 7.

Galbreath, Jeremy; *Web-Based Banking: Creating A Technology Road Map*; May/June 1998, p. 24.

Glass, Alan David; *A Countdown to the Age of Secure Electronic Commerce*; May/June 1998, p. 29.

Green, Andrew; *The European Capital Adequacy Directive: The Spirit and the Letter*; January/February 1998, p. 20.

Hermocillo, Jose; *Identity Theft: Yet Another Issue Fueling the Privacy Debate*; March/April 1998, p. 24.

Holmes, Gregory; *Payment Card Acceptance in Non-Traditional Industries*; November/December 1997, p. 21.

Katz, Eugene M.; *Keys to an Effective Audit Committee*; March/April 1998, p. 21.

Klausner, Ronald D.; *Conducting Business Abroad: A Passport to Collections Success*; November/December 1997, p. 18.

Klausner, Ronald D.; *U.S. Businesses Hampered by Foreign Court Systems When Pursuing Overseas Debtors*; March/April 1998, p. 11.

Larrew, Terry; *The Six Steps of Convergent Marketing: Putting Customers at the Center of Business Decisions*; January/February 1998, p. 18.

Marsh, Jim; *In Telecom, Where's the Bad Debt?*; January/February 1998, p. 12.

Merchant, Tenna and Manda Rusk; *Medical Savings Accounts: Counting on (and Counting up) the Benefits*; March/April 1998, p. 13.

Mitsch, Robert F. Esq.; *The Road Ahead in Bankruptcy: Results of the National Bankruptcy Review Commission Report*; January/February 1998, p. 7.

Newton, Charlotte; *Today's College Students: Responsible, Self-Reliant, Realistic*; March/April 1998, p. 16.

Pallante, Tony; *Distribution in the Information Age*; July/August 1998, p. 19.

Ray, Linda; *Advances in Call Center Automation Increase Collections Productivity*; July/August 1998, p. 32.

Richardson, Jill; *Solving Bank Card Fraud—From Detection to Restitution*; January/February 1998, p. 15.

Ross, William A. Sr.; *Home Ownership: A Family and Community Stabilizer*; March/April 1998, p. 18.

Rudy, Rex E.; *Texas Voters Open a New Market for Home Equity Lending*; March/April 1998, p. 10.

Snyder, Daniel; *From List Fatigue to Relationship Marketing*; November/December 1997, p. 27.

Spurgin, Ralph E., MCE; *It's Got to Stop: Retailers Protest Debit Card Tying*; May/June 1998, p. 17.

Spurlock, Ted L., MCE; *A View to the Past, a Vision to the Future*; July/August 1998, p. 24.

Squires, Jeff and Hayley Weinper; *Teleservices Helps Credit Card Issuers "Cut through the Clutter"*; September/October 1997, p. 15.

Stowers, Andrea; *A Degree of Hope*; May/June 1998, p. 11.

Stowers, Andrea and Steve Holiga; *Disturbing Trends in Bankruptcy*; November/December 1997, p. 9.

Stowers, Andrea and Steve Holiga; *The Mounting Casualties From Bankruptcy*; September/October 1997, p. 9.

Tressler, Colleen P.; *Credit Scoring: A Consumer Education Perspective*; July/August 1998, p. 29.

Trott, Kathryn and Susan Allard; *Shortages, Technology and Explosive Growth Drive Demand for Jobs in Consumer Credit*; November/December 1997, p. 31.

Weltman, Scott S.; *Solving the Mystery of Probate Recovery*; July/August 1998, p. 10.

Westin, Alan F.; *Financial Web Sites Lack Privacy Notice and Choice*; January/February 1998, p. 10.

Zinn, Michael D.; *The Aftermath of Corporate Re-Engineering*; November/December 1997, p. 35.

